

# Privacy & Security Policy

Thank you for visiting the website <http://probation.lacounty.gov> ("Website") of the Probation Department of the County of Los Angeles. We recognize your concern about privacy and security on the Internet. This Privacy & Security Policy describes the kind of information gathered about you from your visit to this Website and establishes how we will use such information. We refer you to the body of the [Terms of Use](#) for definitions of capitalized terms used in this Privacy & Security Policy without definition.

## PLEASE READ THE FOLLOWING STATEMENTS

### **Information Subject to Public Records Laws and Other Legal Requirements**

As an initial matter, please be advised that we are subject to the public records laws of the State of California ("California Public Records Act") and that much of the information you submit to the Department is public information under these laws. Consequently, under certain circumstances, we may be required to disclose such information in accordance with the California Public Records Act or other legal requirements.

### **No Unnecessary Personally Identifiable Information Collected**

We will collect no personally identifiable information (e.g., your name, address, e-mail address, credit/ debit card number or other information which can be associated with you without additional information) about you when you visit this Website, unless you use our Website for processing credit/ debit card transactions or otherwise choose to provide that information to us. The personally identifiable information collected through our Website and the personally identifiable information you otherwise choose to provide to us will be used and retained as described in the remainder of this Privacy & Security Policy.

### **Information Collected and Stored Automatically**

We may collect and store information automatically when you visit our Website for statistical purposes. For example, we may count the number of visitors to the different sections of our Website to help us make our Website more useful to its users. We may also use this information to monitor your compliance with the [Terms of Use](#). The information collected may include such items as the name and domain of the host from which you access the Internet, the Internet Protocol ("IP") address of the computer you are using, your browser software and operating system and the time and date of your visit. This information does not identify you personally. We may retain this information for at least five (5) years.

### **Personally Identifiable Information Collected from E-mails, Surveys, Etc.**

By sending us an e-mail (e.g., by selecting the Contact Us option), you are sending us personally identifiable information (i.e., your name, address, e-mail address or other information which can be associated with you without additional information). We store this information in order to respond to your request or otherwise address the subject matter of your e-mail.

Also, from time to time, we may ask you for specific personally identifiable information in the form of a survey, feedback form, questionnaire or other means, all with the goal of providing better service. We will only retain the information that you provide in response to the survey, etc.

You should know that e-mail and these other means generally are not secure and may be subject to the disclosure requirements of the California Public Records Act or other legal requirements.

### **Personally Identifiable Information Transmitted and Stored for Credit/ Debit Card Transactions**

A user must provide certain contact information, such as name, Probation Case Number (also known as X-Number), Probation Account Number, e-mail and address, and financial information, such as a credit/ debit card number and the expiration date, in order for us to process credit/ debit card transactions over the Internet. Here's what you should know about the security of personally identifiable information you provide to us in order for us to process these transactions:

The Department is committed to data security and the data quality of personally identifiable information that is either available from or collected by our Website. The Department has taken reasonable precautions to protect such information from disclosure, loss, misuse or alteration. The Department requires "secure data networks" be operated, which are protected by industry standard firewalls and password protection systems. The Department requires that only authorized individuals have access to the information provided by our users.

We require the use of Secure Socket Layer ("SSL") standard transmission encryption to protect transmission of users' personally identifiable information submitted in connection with credit/ debit card transactions. SSL is a security technology designed to enable your browser to send and receive information with another server in an encrypted format. Your browser's security icon, usually located in the top or bottom status bar of your browser's window, reflects the security condition of the browser. The lock icon indicates that your browser is communicating over a secure link.

We require that all the information you provide to us in this manner is stored securely subject to the disclosure requirements of the California Public Records Act or other legal requirements.

### **Use of Personally Identifiable Information**

As described above, a user must provide certain contact information and financial information in order for us to process credit/ debit card transactions submitted through our Website. We require that this information be used only for the limited purpose of processing these transactions and as otherwise permitted by the rules and regulations of the applicable credit card associations, debit card networks, credit/ debit card issuers and/ or credit/ debit card processors. We do not permit this information to be used for marketing purposes and we require that be retained for at least five (5) years in accordance with banking and accounting requirements.

### **Sharing Personally Identifying Information with Third Parties**

We do not share personally identifiable information with third parties, except that we will provide the necessary personally identifiable information, including credit/ debit card numbers, to the companies assisting us with processing credit/ debit card transactions through our Website, including credit card associations, debit card networks, credit/ debit card processors and banks. In some circumstances, we may also be required by law to disclose certain personally identifiable information in accordance with the disclosure requirements of the California Public Records Act or other legal requirements or we may disclose such information to law enforcement and/or fraud investigating agencies.

### **Consequences of Failing to Provide Personally Identifiable Information**

If you choose not to provide us with your name or other necessary personally identifiable information, it will be impossible for you to complete the credit/ debit card transactions using our Website. If you have concerns about privacy and security on the Internet, you also have the option of visiting us in person at any Probation Office Location to make a payment on your financial obligation. For list of locations, please visit us at <http://probation.lacounty.gov> or call 1-866-931-2222.

### **Use of Cookies**

A “cookie” is a small text file that a website can place on your computer for the duration of your visit to the Website. It is used only for session integrity during your visit to the Website and not for any marketing or information gathering purposes.

Probation does not use stored "cookies" on this site.

A stored "cookie" is a small text file that a website can place on your computer's hard drive to collect information about your activities on the site. The cookie transmits this information back to the website's computer which, generally speaking, is the only computer that can read it. Most users do not know that "cookies" are being placed on their computers. If you want to know when this happens or to prevent it from happening, you can set your browser to warn you when a website attempts to place a "cookie" on your computer.

### **Probation Case Numbers and Account Numbers**

In order to use this Website to make a payment on your financial obligation, you will be required to use your Probation Case Number (also known as X-Number) and your Account Number. You agree to maintain the confidentiality and security of these numbers. If you provide these numbers to another person (e.g., to access information or make a payment), you will be responsible for the other person's actions at this Website. When you are finished with those applications into which you are required to insert these numbers, you should exit the page by signing out of the page.

### **Getting Access to Information; Changing Information**

For information on reviewing and/or making changes to information about you that may be in our records, please send us an e-mail by selecting the Contact Us option or call us at 1-866-931-2222

### **Website Links to Other Sites Not Covered by Privacy & Security Policy**

This Privacy & Security Policy describes the information we gather through our Website and how we use such information. Our Website may contain links to documents located on websites maintained by other County departments, public agencies or private organizations. Once you access an individual document that links you to another website, you are no longer subject to this Privacy & Security Policy, but rather are subject to the privacy and security policy of the website containing the document. You use that document and website at your own risk.

NOTE: When you use this Website to complete a credit/debit card transaction, you will be transferred to a portion of this Website hosted by our contracted payment processing vendor ("Payment Processor"). Our Payment Processor will prompt you to enter all information necessary to make credit/debit card transaction and will thereafter take all steps necessary to process the credit/debit card transaction on our behalf. Our Payment Processor has agreed to abide by this Privacy & Security Policy while collecting such information and processing such transaction on our behalf.

### **Contact Information**

Should you have any further questions regarding this Privacy & Security Policy or your interaction with our Website, please contact us at:

Los Angeles County Probation Department  
Information Systems Bureau  
9150 E. Imperial Hwy  
Downey, California 90242  
Telephone: (866) 931-2222

### **Terms of Use**

Please also visit our [Terms of Use](#) governing the use of our Website.

### **Changes to the Privacy & Security Policy**

We may add to, delete or change the terms of this Privacy & Security Policy from time to time. This document will be updated to reflect such changes. By using our Website, you consent to this Privacy & Security Policy, as it is changed from time to time.

Version 2.4; 2/13/09